New England Deaconess Hospital

pulse

185 Pilgrim Road, Boston, Massachusetts VOLUME 32 – NUMBER 5 APRIL, 1979

Deaconess Copes with Rubella Outbreak

Widespread media coverage – WCVB-TV (Ch. 5) Boston Cameraman records employee vaccinations. In addition to other local TV stations and newspapers, United Press International and Associated Press updated reports on the rubella outbreak.

One of the largest reported outbreaks of rubella (German measles) ever to occur in a hospital in the United States swept through the New England Deaconess Hospital during the month of March. Quick and decisive action by the hospital administration in initiating an immunization program contained the outbreak to 53 cases. The efforts of many people were combined to bring about the program's successful outcome.

German measles is a common viral childhood disease with varied symptoms such as swollen lymph glands and a short-duration rash. Rubella is a mild disease but can sometimes cause severe fetal abnormalities, such as deafness or nervous system disorders, if contracted by women during their first 16 weeks of pregnancy.

Therefore, the major objective of the hospital's immunization program was to prevent the disease from affecting pregnant women. As a precaution, pregnant employees were sent home until their obstetricians could determine their immune status, and any employee diagnosed as having the disease was sent home for seven days.

The first few cases of rubella cropped up between March 6-11, a normal expectation since this time of year is considered rubella season. However, when the number of diagnosed cases reached 14 on March 12, Dr. Benjamin White, Medical Director of Health Services, became concerned and called in Hospital Epidemiologist Dr. B. Frank Polk. The outbreak had no established pattern and the index (original) case was unable to be determined.

Recognizing that a rubella epidemic was in process, a group of key people met with Hospital Director Richard E. Lee on March 14 to discuss plans for the immunization program.

"Coverage by the media was very helpful in encouraging people to be immunized by alerting them to its importance," said Dr. Benjamin White, "It also kept the number of visitors down thus helping to control the contagion factor." Many phone calls from concerned people were handled through the Public Relations Department.

Nurse Epidemiologist Julie White supervised the immunization program which began on March 16 in the Harris Hall living room. Laboratory technologists, nurses from surgical services and ICU, and several personnel department employees worked overtime to immunize 1851 people – 800 the first day. In addition to Deaconess employees, the vaccine was offered to other people who are in regular contact with the hospital including Joslin Clinic employees, Lowry Medical Building occupants, MASCO members, even visiting typewriter repair-

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A Little Lift From Sarah

Her tantalizing Southern accent dances across the food service counter to a hungry patron waiting in the hospital cafeteria line.

"Hi honey, what'll you have today?"

Before a selection returns, the customer is basking in the warming glow of a full-faced smile magnified ten-fold by a pair of eye-popping glasses.

"Roast beef and gravy – Sure thing. How about some sweet potatoes too? I hear they're rea - - ll good!"

It doesn't seem to matter who the customer is – a fellow employee on a coffee break, a member of the medical staff catching a quick lunch during a hectic day or a patient's family member anxiously awaiting news of surgery – Sarah Kelley dispenses her affection with gusto. For them, she offers an uplifting personal note and often a shared laugh.

And so it has been for the past 13 years since Sarah answered a Deaconess ad for a dietary worker. Prior to this, she worked for Langley's

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New Brain Imager Advances Deaconess Nuclear Medicine

Nuclear medicine at the Deaconess has recently taken a lead in the developing technology of brain imaging with the purchase of a Cleon 710 Brain Imager, one of four such units in the United States.

"The unit's presence in the Radiology Department has drawn visitors from all over the United States and Europe," said Dr. Melvin E. Clouse, Department of Radiology chairman, "We're involved in testing a unit which will eventually replace the gamma camera as the standard brain imaging instrument in every Nuclear Medicine Laboratory."

Dr. Clouse said the Cleon 710 Brain Imager will probably become the standard hospital unit because most other tomographic equipment utilizes positron-emitting isotopes that are very expensive and can only be produced at a research facility. The Cleon 710 is unique because all studies are performed using the standard short-lived radiopharmaceuticals that allow them to be used in routine brain imaging.

Members of the Radiology Department have been testing the Cleon 710 since July 1977 when Imaging Systems, a subsidiary of Union Carbide, asked the department to perform clinical efficacy studies on the unit.

"Presumably the Deaconess was approached because of its sophisticated nuclear medicine studies involving the heart and brain," said Dr. Clouse, "Several other hospitals in the area were offered the Cleon 710 for testing, but the hospital representatives, although intrigued by the unit, didn't have room for it or couldn't utilize the equipment to its full potential."

"To date, Radiology Department members have examined approximately 400 patients with this instrument and analysis of the data by Dr. Thomas Hill, the Section Head in Nuclear Medicine, and Dr. Barbara McNeil, from the Peter Bent Brigham Hospital, indicate its technical capabilities and diagnostic accuracy," said Dr. Clouse.

Brain imaging at the Deaconess has up to now been done with the standard Anger Scintillation Gamma Camera which images the entire volume of the brain on one plane. The Cleon Imager

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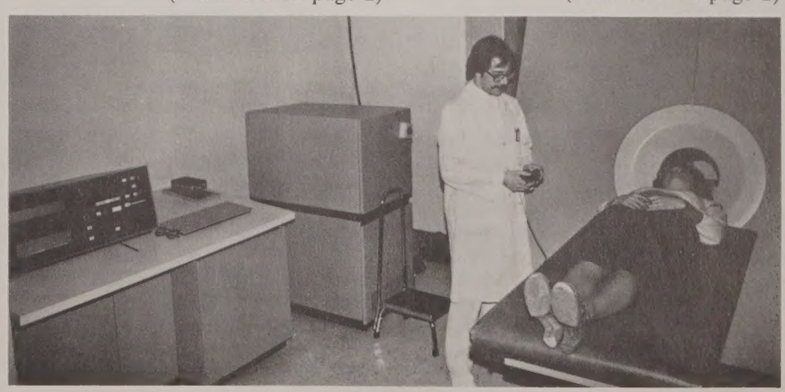

Nuclear Medicine Technologist Richard Lovett demonstrates the Cleon 710 Brain Imager, one of only four such instruments in the United States.

Rubella

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Lisa Albrecht, nursing services, gives Katie Desmond, service coordination, a shot for German Measles.

men. The vaccine, supplied by the state, also immunized the recipients against measles and mumps.

"Approximately 15% of the United States population has not built up an immunity to rubella," said Ms. White "which means 200 to 300 of our 2400 employees might have been susceptible to the virus."

As expected, after an initial outbreak of 42 cases, a second wave of rubella occurred on March 30 when eight more employees became ill, raising the total to 53 diagnosed cases. The employee health center, according to Supervisor Karen Bithell, was inundated with employees who either had rubella or thought they had it. "There were many viral symptoms without actual rubella," said Ms. Bithell, "Everyone was anxious. At one point we saw 110 employees in one day (the average is 50-60)." The clinic, usually operated with a staff of five, added an extra full time clerk and nurse while a second doctor filled in when needed.

The medical technologists also felt an increased workload as they started to process 1900 blood samples for titers. Blood samples were taken from 1600 women who received immunizations, and from an additional 300 who were not immunized. The labs usually do about 700 titers a year. Rubella titer is a complex procedure which determines the presence of antibodies against rubella in blood serum. According to Chief Medical Technologist Joanne Casella, priority was given to 300 samples from pregnant women, from men whose wives were pregnant and from employees who had suspected rubella cases. The remaining 1600 samples were frozen and the technologists are now in the process of running titers on these samples.

Costs for the entire immunization program have not been compiled yet, although Controller Hugh Wesley said that the "accounting department estimates the total cost may be in excess of $50,000." Costs to consider include: running 1900 extra lab tests, paying overtime to nurses, personnel members; hiring extra clerks, physicians, a guard; paying workers' compensation to employees with rubella, printing rubella information sheets and hiring lawyers to provide legal advice on the immunization program. Additional costs which cannot yet be estimated include the Blood Bank, which will probably have to buy blood over the next few months since employees who received the immunization cannot donate blood for two months.

Sarah dishes out food with "SPICE."

Sarah

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Delicatessen in Newton catering weddings and parties.

Sarah's Deaconess days begin early. At 4:30 a.m. sharp, before many milkmen start their routes, a clock radio summons Sarah from her home in Roxbury. By 5:15 a.m., she's in the hospital kitchen preparing batches of scrambled eggs for the sunrise breakfast wave.

"I like to get into work early – when I'm at my best. Oh, baby I'm really popping then. Fooling around with people really gets me going. Some days at work I have problems but I forget them by kidding around. People make my day and I make theirs."

Sarah likes the close-knit relationships among other people in her department and the hospital in general.

"I can't hardly explain it but there's a real feeling of family here. People treat me well. If I have a problem, I can talk it over with all my friends or one of the supervisors. That's what I call real family," Sarah says.

If there's one group that Sarah may hold in extra favor, the physicians get the honors.

"I feel everybody's important but the doctors are the ones who save lives. If I see one of them in line, I try to give them a lift because they really have a rough time of it."

Away from work, Sarah enjoys fashion shows, trips to Washington, D.C. and visits to her mother in their hometown of Fort Pierce, Florida.

The creme de lā creme in Sarah's life, however, takes place Saturday night on a dance floor. There, to the raucous rhythm of the latest Bee Gees hit, Sarah finds harmony and the zest for another week.

Brain Imager

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(or Emission Tomographic Scanner) is different in design in that it images cross-sections of the brain. Tomography refers to a special technique which shows in detail images of structures lying in a predetermined plane of tissue while blurring or eliminating the detail of images in other planes.

In addition to brain imaging, Dr. Clouse is looking into other research possibilities for the Cleon 710, such as various neurological diseases including schizophrenia, migraine headaches, arteritis and cardiac studies in animals. The gamma cameras previously used for brain imaging will be utilized 100% of the time for other studies, such as metastatic bone disease, nuclear cardiology, thyroid, lung and liver imaging.

"We are also preparing protocols in collaboration with the Peter Bent Brigham Hospital, Harvard Joint Center for Radiopharmacy and the Nuclear Medicine Section at Children's Hospital Medical Center for testing the effectiveness of the instrument on myocardial and liver imaging," said Dr. Clouse.

Deaconess News in Brief

Kidney Transplant/ Dialysis Association Meeting

Dr. Anthony P. Monaco, Deaconess-Harvard Surgical Service, spoke at the Kidney Transplant/Dialysis Association (KT/DA) meeting at the Deaconess on April 22. The KT/DA is an organization composed of transplant and dialysis patients, family and friends dedicated to helping renal patients adjust to their condition.

Louisiana Workshop

A team of Deaconess pathologists and medical technologists recently gave two workshops at the March meeting of the American Society of Clinical Pathologists in New Orleans. **Dr. Bradley E. Copeland,** chairman of the pathology department, **Dr. Benjamin Gerson, Joanne Casella** and **Anne Doherty,** chemistry, conducted a two-part workshop entitled, "Practical Quality Control in the Clinical Chemistry Laboratory: The Design and Implementation of a Quality Control System" and "Monitoring and Communicating with the Quality Control System." **Dr. Charles F. Arkin** and **Arlene G. Gough,** of the hematology department, gave a workshop on "Quality Control in Hematology." Beth Place and Nancy Kinney, hematology, assisted.

Nutrition Conference

Renal Dietitian Specialist **Susan Levine,** M.S., R.D., spoke on the topic of "Nutritional Care of Diabetic Patients Receiving Chronic Dialysis" at a February meeting of the Renal Nutritionists of New England."

Pharmacist Griffin Lectures

Richard Griffin, M.S. R. Ph., supervisor, I.V. Therapy, attended a conference entitled "Practical Aspects of Parenteral and Enteral Nutrition: The Team Approach" on March 23-24 at the University of Minnesota. He spoke on "Parental Nutrition and Products" and "Special Cases: Renal and Hepatic." Mr. Griffin also lectured on "Nutritional Support in Liver Disease" at a seminar sponsored by the "League of Intravenous Therapy Education" (LITE) in Pittsburg, Pennsylvania, from February 20-23.

Two NEDH Employees Retire

Norman Ferdinand, (r) Manager of the 110 Francis Street motel, presents a short-wave radio to Anthony Rossi, Lowry Medical Building houseman, on his retirement from the Deaconess.

Charles Spalding, assistant director of maintenance and engineering (far r.) and Robert Woods, print shop, congratulate Edgar Fairweather, building services, on his retirement from the Deaconess after 23 years of service.

We Hear You – Results of Pulse Readership Survey

Our thanks to all the **Pulse** readers who recently took time to answer our readership survey. As a general rule-of-thumb, printing industry officials consider a 4-5% return successful, and the Deaconess's response was better than 7%.

Both the quantity of returns and the many well-thought out comments and suggestions reflect a sincere interest in the Hospital and in the **Pulse.**

One surprising aspect of your returns was learning the far-flung geographical distribution of **Pulse** beyond the predominance of eastern Massachusetts. Our readers are scattered throughout the world. They live in 47 of the 50 states, the District of Columbia and in the American protectorate of the Virgin Islands. **Pulse** also reaches homes in such foreign countries as Saudi Arabia, Mexico, Argentina, Kenya, Spain, Switzerland, Canada, England, Germany, Bermuda, Puerto Rico and the Philippines.

In addition to pointing out the widespread distribution area, your replies bring home the fact that **Pulse** must of necessity be many things to many people. With the hospital as a mutual focal point, eight different groups of readers (employees, nursing alumnae, former patients, retirees, Friends of the Deaconess, staff physicians and house staff, trustees and corporators and others), each with its own set of interests, use the **Pulse** to keep informed about the Deaconess.

Careful reading of all surveys reveals the following views toward **Pulse** among our readership.

The hospital's 2500 employees regard **Pulse** as a communications device which brings new developments in other departments; news which pertains to job benefits and security; activities and achievements of fellow employees; health care information; and a sense of belonging to and being part of a worthy endeavor.

Of all the **Pulse** functions, the one most often mentioned by responding employees was the need for the personal touch in a large workplace. The following are sample excerpts:

"I believe we are like one family. The **Pulse** is like a letter from home, informing relatives what is new and what is happening."

"**Pulse** should be informative and it should also make people happy to work at the hospital."

"**Pulse** serves to warm the climate in a large facility that could otherwise be very cold and impersonal."

"It lets me know what's going on. This place is so big you could feel you were a part of the Ford production line putting on a bolt but never knowing what the end product was."

Nursing Alumnae see **Pulse** as a messenger who keeps them in touch with their alma mater, hospital friends and the activities of fellow alumnae; brings word of new medical procedures and improvements at the hospital; strengthens a bond between current employees and nursing graduates; displays hospital additions and new equipment funded partially through alumnae donations and promotes high standards of patient care by instilling pride in the hospital.

The following are portions of alumnae responses:

"It's important to me to be able to keep in touch with a place so important to my life for six years."

"I have always felt that Deaconess people were close-knit. **Pulse** is a way of keeping that feeling in existence, especially for those who cannot visit or make Alumnae Day."

"It contributes to a feeling of friendship and family within the hospital. NEDH is now so big that it is impossible to know how other departments function. I think **Pulse** does bridge that gap."

Former patients of the hospital, perhaps with an eye to future visits, read **Pulse** for information on new medical services offered by the hospital. In addition, this group expressed a desire to learn more about personnel they met during their stay. As one person put it, "the hospital newspaper makes me think that the Deaconess cares for its patients and ex-patients."

Retired employees also value keeping in touch with familiar faces still on the job, through **Pulse.** Often times, many years of service at the hospital fosters a strong sense of loyalty toward the Deaconess and a continuing interest in its progress. This is demonstrated by the following returns:

"**Pulse** keeps me in touch with the latest achievements of my favorite hospital. Even though I live near Baltimore, Md. and Johns Hopkins, I would prefer being treated at Deaconess in case of serious illness."

"It keeps that special spot I have for the Deaconess alive."

Friends of the Deaconess, perhaps because of their volunteer work, associate and identify with the humanitarian mission of the hospital. They like to read about new techniques and advances in health care developed by their institution.

With a view toward the overall running of the hospital, trustees and corporators of the Deaconess reported the following observations:

"**Pulse** enlists the continually increasing support of NEDH's constituency in the form of personal service (staff, employees, volunteers and financial contributions)."

"It allows people's pictures and names to appear in print that might otherwise never happen. The **Pulse** also allows management to communicate with the employees easily."

Members of the house staff and staff physicians regard **Pulse** as performing the following functions:

"Promotes togetherness – all for one purpose at NEDH."

"Lets get into the 'guts' of a large hospital . . ."

"Combines human interest and medical information."

"Enhances integration of staff, thereby increasing the efficient operation of the hospital."

And outsiders, like the news editor of a local radio station who broadcasts some items from the **Pulse,** see it as, "a communications vehicle that enhances a sense of loyalty for all those close to the Deaconess."

The overwhelming majority of people taking part in the survey indicated approval and satisfaction with **Pulse.**

A few held other opinions:

"Too much back patting, not enough facts. I would like more solid education about what goes on at the hospital. Many interests must be balanced."

"Cut out the sugary sanctimonious writing and get down to some informative reporting in the fields of medicine, hospital and governmental types of news which would benefit the

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NEW ENGLAND DEACONESS HOSPITAL NIGHT
AT THE
POPS
Symphony Hall, Tuesday, May 29, 1979
AT 8:00 O'CLOCK

SPONSORED BY "FRIENDS OF THE DEACONESS"

Continuing a 30-year-old tradition of raising money for the School of Nursing Scholarship Fund, the Friends of the Deaconess once again will sponsor a night at the Pops, this year on Tuesday, May 29.

Here is a chance to hear the world famous Pops and spend a fun evening with fellow members of the Deaconess family while helping future nursing students.

This special occasion has been so popular in the past that to assure seats, we urge reservations be made early.

Enclosed please find $ .....for.....tables.....seats for Pops Concert, Tuesday, May 29, 1979

Name .....Phone.....

Address .....

Patrons	Preferred Seating	$100 per table
Rows B-P	$75.00 per table of five	single seats $15.00
Rows A, Q-U	$60.00 per table of five	single seats $12.00
Balcony Seats		single seats $ 9.50

Tax deductible amount per ticket on Preferred tables $9.00
Rows B-P $4.00 Rows A, Q-U $2.50 Balcony $1.00

I CANNOT COME, BUT ENCLOSE MY CONTRIBUTION OF $.....
Please make Checks Payable to Friends of the Deaconess Pops and Enclose a Self-Addressed Stamped Envelope.

Detach and Mail to:
Mrs. Leo P. Krall, 45 River Glen Rd., Wellesley Hills, Ma. 02181

DEADLINE DATE APRIL 30

Hospital Pays Tribute to 41 Deaconess Employees

During a coffee hour ceremony held in Harris Hall on March 18, 1979, NEDH President Laurens MacLure and Director Richard E. Lee presented service award pins to 23 employees.

At a time when many organizations have grown so large that employees feel little more than small cogs on a huge production line, the hospital continues to recognize the excellence of the people who make the Deaconess what it is.

Mr. MacLure aptly put it by saying, "It's rather difficult for me to come up with new ways of expressing our gratitude. We just want you to know that we realize what you mean to the hospital."

A list of award recipients unable to attend the ceremony follows:

Five Years Service:
Norma C. Allen

Fifteen Years Service:
Barbara M. Wolchok

Mary R. Butler
Susan Connolly
Pamela J. Dilday
Paul Fordham
Margaret M. Garballey
Barbara Kardonsky
Karen B. Kline
Betty Mcluskey
A. Michael Melino
Neil Miller
Nancy J. Morrison
Lynn M. Sallinger
Beth Summerfield

Ten Years Service:
Monica Colebourne
Adeline F. Elmeus
Yvette M. Twohig

Five-year award recipients: (first row l.-r.) Margaret S. Fitzgerald, laboratories; Teresa Palompo, laboratories; Ethel Brown, nursing service; Rev. F. William Schuster, religious services; second row: Richard Barry, administrative services; Dorothea McCarthy, dietary; James Benoit, administration; Myra R. MacDonald, nursing service; third row: Sheila Battles, nursing service; Shirley D. Hillson, ambulatory services; Loretta A. Champagne, dietary; Charles Washington, coffee shop; top row: Dino I. Fantegrossi, engineering and maintenance; Rose M. Pereira, building services; Deborah V. Dunn, laboratories; and Karen Kimball, nursing service.

Ten-year award recipients: (seated l.-r.) Janice M. McGonagle, surgical services; Catherine C. Feeley, administrative services; (standing) Evangelia Spiliakos, laundry; Stanley E. Paxton, accounting; and Kathleen R. Bennett, nursing service.

Richard E. Lee, director, presents fifteen-year award to Gail E. Graham, administration.

Laurens MacLure, NEDH president, congratulates Margaret M. McLean, health coordinator, for her twenty-five years of service at the Deaconess.

Readership Survey

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regular employees in their efforts to move ahead."

"Let's get into the "guts" of a large hospital; how people feel, think, what changes can be made. I'm tired of all "saccharin" articles like the "art cart". How about printing real articles from real people."

In response to the above requests, we couldn't agree with you more about the need for good reporting of medical developments here at the hospital. We hope you'll enjoy the article on nuclear medicine (p. 1 of this issue).

Likewise, we are constantly seeking interesting stories of "real" employees from the hospital's ranks for profile articles. We think we've uncovered one this month. May we introduce you to Sarah (p. 2)?

Of course, we are pleased that most respondents like what **Pulse** is doing. But, as a result of suggestions made in the survey, we are undertaking some specific changes. Effective with this issue, NEDH nursing alumnae will begin receiving all monthly issues of **Pulse** instead of quarterly alumnae issues only. Alumnae material, however, will continue to be covered every third issue.

We are attempting to develop an appropriate format for a Letters to the Editor section in which readers can obtain desired information about NEDH. We hope to incorporate this addition in upcoming future editions or announce an alternative method of getting answers to you.

Again, the **Pulse** staff thanks you for your replies. We welcome any further comments or suggestions. Correspondence should be sent in care of the Public Relations Department.

CORRECTION (Pulse, March 1979) Due to a typographical error, there was misinformation in our story on the Annual Meeting. New Corporation Member James Howell, Jr., is the senior vice president at the First National Bank of Boston. Mr. Robert W. MacPherson, also a new corporation member, is the president of the Cambridge Rubber Company.

New England Deaconess Hospital **pulse**

The New England Deaconess Hospital is a 489-bed and 14-building complex. Physicians from the Joslin Clinic, the Lahey Clinic, Overholt Thoracic Clinic and the general medical and surgical staffs serve the needs of their patients at the hospital. The Deaconess is internationally known for diagnosis, treatment and research in brain and chest surgery, cancer, diabetes and general medicine, and is affiliated with Harvard Medical School.

PULSE is published monthly by the public relations department of the New England Deaconess Hospital.

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Secretary

OUCH! – Karen Angelini, radiology, receives a rubella shot from nurse, Barbara Hughes. (See p. 1 Rubella story)

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